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INFORMATION TECHNOLOGY AIDE

(<http://agency.governmentjobs.com/lacounty/jobs/1219209>)
  **APPLY**

Salary ⓘ \$37,142.16 - \$48,556.32 Annually **Location** ⓘ Los Angeles County, CA
Job Type Full time **Department** MENTAL HEALTH
Job Number b2584F

DESCRIPTION

BENEFITS

Position/Program Information

DEPARTMENT OF MENTAL HEALTH
 EXAM NUMBER b2584F
 OPEN COMPETITIVE JOB OPPORTUNITY

FILING START DATE: SEPTEMBER 29, 2015 AT 8:00 AM

This examination will remain open until the needs of the service are met and may close at anytime without advance notice.

DEFINITION:

Provides assistance to professional information technology (IT) staff by performing routine information systems related tasks in a centralized information technology organization.

CLASSIFICATION STANDARDS:

Under the direct supervision of professional information technology staff, positions allocable to this class provide basic support services to assist IT technical staff. They perform routine tasks such as executing predefined test plans, tracking issues, compiling and organizing documentation and applying scripted solutions to common user or systems related problems. In addition, incumbents may assist in the development of departmental procedures and the training of personnel in the use of routine information systems and software programs.

Essential Job Functions

- Provides support to professional information technology staff by performing routine systems testing, including validating user manuals, procedures and other instructional materials.
- Collects, documents, maintains and distributes departmental Information Technology materials.
- Provides support to systems customers and/or to departmental staff for IT issues by documenting, and tracking user problem calls.
- Responds to routine information technology related problems, such as issuing or resetting customer passwords.
- Gathers and retains systems documentation including: flow diagrams, screen and report samples, error messages, processing instructions, and systems updates, for future audit trails.
- Extracts and summarizes report data; compiles statistics and prepares reports for staff analysis; prepares charts, graphs and forms as assigned.
- Assists in providing training to personnel in the use of new user screens, procedural on-line job instructions and other office systems.
- Provide IT guidance to departmental personnel, as needed.
- Performs routine tasks such as executing predefined test plans, tracking issues, compiling and organizing documentation and applying scripted solutions to common user or systems related problems.
- Assists in the development of departmental procedures and the training of personnel in the use of routine information systems and software programs.
- Accesses multiple systems to obtain necessary information to resolve customers IT questions/issues.
- Maintains master data in multiple systems based on system maintenance requests after doing validations with multiple systems and business units for data integrity and accuracy.
- Monitors, analyzes, and resolves system trouble tickets and reports/escalates issues to upper management.

Requirements

SELECTION REQUIREMENTS:

Two (2) years of full-time paid highly specialized* or supervisory** clerical experience involved with information technology*** including the use or installation of desktop software.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

Additional Information

SPECIAL REQUIREMENT INFORMATION

FOR THIS EXAMINATION:

Highly specialized clerical** experience is defined as clerical experience at the senior level with extensive knowledge of program related area, processes and procedures, and experience in a specific subject matter. This highly specialized clerical experience is typically gained at the level of a Los Angeles County Senior Clerk* or Senior Typist Clerk*****.

******Senior Clerk** positions in the County of Los Angeles typically report to a clerical supervisor or higher and perform highly-specialized clerical duties requiring specialized knowledge of a particular function.

*******Senior Typist Clerk** positions in the County of Los Angeles typically does skilled typing work and performs highly specialized clerical duties requiring a highly specialized knowledge of a particular function with responsibility for applying proper procedures and for carrying out the work with only general direction.

****Supervisory clerical** experience is defined as experience supervising, for a substantial portion of his/her time, general and specialized office clerical work. The responsibilities delegated to a supervisory position are to direct employees and ensure the satisfactory performance of work objectives such as planning, assigning, scheduling, hiring, rating performance evaluations, disciplining, and counseling clerical employees, and providing day-to day technical and administrative supervision to subordinate clerical staff.

This supervisory experience is typically gained at the level of a Los Angeles County Supervising Clerk***** or Supervising Typist-Clerk*****.

*******Supervising Clerk** positions in the County of Los Angeles are assigned full supervisory responsibility for a small unit, such as five or more employees performing specialized work, or a larger unit, such as ten or more employees performing routine work, or have lead responsibility for a larger number such as fifteen or more employees.

*******Supervising Typist Clerk** positions in the County of Los Angeles are assigned full supervisory responsibility for a small unit, such as five or more employees performing specialized work, or a larger unit, such as ten or more employees performing routine work, or have lead responsibility for a larger number such as fifteen or more employees, and does skilled typing work.

*****Information technology (IT)** refers to activities related to computers or computing technology, such as networking, hardware, software, internet, or individuals working with computers and/or computer technologies. Experience gained in this field may involve

providing customer service, support, or assistance with computers or computer networks (i.e. Helpdesk duties).

SPECIAL INFORMATION:

Past and present mental health clients and their family members who meet the selection requirements are encouraged to apply.

SHIFT:

Any - Appointees must be willing to work any shift, including evenings, nights, weekends, and holidays.

EXAMINATION CONTENT:

This examination will consist of an evaluation of experience based on application information weighted 100%. **CANDIDATES MUST ACHIEVE A PASSING SCORE OF 70% OR HIGHER ON THE EXAMINATION TO BE PLACED ON THE ELIGIBLE REGISTER.**

VACANCY INFORMATION:

The resulting eligible register for this examination will be used to fill vacancies in the Los Angeles County Department of Mental Health.

ELIGIBILITY INFORMATION:

Applications will be processed on an **"as-received"** basis and those receiving a passing score will be promulgated to the eligible register accordingly.

The names of candidates receiving a passing grade on this examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation on the eligible register.

No person may compete for this examination more than once in a twelve (12) month period.

APPLICATION AND FILING INFORMATION: ONLINE FILING ONLY

Applicants are required to complete and submit an online Los Angeles County Employment Application in order to be considered for this examination. Any unsolicited documents such as: paper applications, resumes, etc. will not be accepted in lieu of completing the online application.

This examination will remain open until the needs of the service are met and may close at anytime without advance notice.

Instructions for filing online:

To apply online, CLICK on the **"APPLY"** tab for this posting.

Clear and legible copies of the required documents (e.g. Diploma, Official Transcripts, License, Certificates, etc.), if any, must be uploaded as attachments during application submission -or- sent by email to Blucio@dmh.lacounty.gov (<mailto:Blucio@dmh.lacounty.gov>) within 15 calendar days of application submission. Indicate the Exam Title on the Subject line when sending required documents by email.

The acceptance of your application will depend on whether you have clearly shown that you meet the Selection Requirements. To receive credit where applicable, your online application must show complete license, education, and work experience information. License information section must show title of license, license number, original date of issue, and expiration date. Education information section must include name and address of school attended, complete dates attended, name of course/s taken, number of units earned, and degree/s earned. Work experience section must include job title, employer name and address, name of work area/facility, actual payroll title held and not the working and/or functional titles, from/to dates of employment including month, day and year, total number of months, total number of hours worked per week - not a range of hours (full or part-time), number of employees supervised - if any, and complete and detailed description of related job duties. Statements or comments in the experience section that refer to any unsolicited document, example: "Refer to resume", etc., in lieu of entering the information in the online application will be considered as no response and will not be accepted. If range of hours is provided in the total number of hours worked per week section, experience will be prorated based on the lowest number of hours worked per week. **LIST separately each job experience to be evaluated.**

Applications may be rejected at any stage during the selection process. **Applications with missing information will be rejected.**

All information supplied by applicants is subject to verification.

SOCIAL SECURITY NUMBER:

All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e. 000-00-0000, 111-11-1111, etc) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT LIBRARIES:

For candidates who may not have regular access to a computer or the Internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING USER ID AND PASSWORD:

All applicants must file their application online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

DEPARTMENT CONTACT:

HR Examinations Unit: 213.972.7034

Bebi Gloria Lucio, Exam Analyst

213.972.7037 or 213.972.7034

blucio@dmh.lacounty.gov

ADA Coordinator Phone 213-972-7034

Teletype Phone 800-735-2922

California Relay Services Phone 800-735-2922

Agency	Address	Website
County of Los Angeles	***** Los Angeles, California, 90010.	http://hr.lacounty.gov (http://hr.lacounty.gov)

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